CentraStage™

Data Sheet

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CONTENTS

2 CentraStage Functional Overview

3 Audit

5 Remote Support

7 Monitoring

9 Software Deployment

11 Device Management

13 Reporting

15 Dashboards

17 Architecture

19 Roles & Permissions

19 Secure DNA

20 Contact us

CentraStage Functional Overview

CentraStage is a SaaS unified endpoint management platform that delivers visibility and control over all devices, over any network, across multiple operating systems - all through a single platform. Built for the era of Cloud, CentraStage is a secure, scalable, global technology designed for and used by people who manage technology. Whether you are an IT manager, a service delivery technician, a managed service provider or a service desk manager, if you are responsible for computing devices – from servers through to smartphones, through to any smart Internet-enabled device, CentraStage tells you what you have, where it is, the state it's in, and allows you to keep these endpoints secure, patched, stable, monitored and compliant.

There is no back-end software or hardware to build, manage and maintain. Being built for the mobile age means CentraStage is an agent-based endpoint management technology, so once you have CentraStage installed on your devices you can securely audit, track and manage them over any network. Critically we have designed CentraStage to be light on the device and light on the network, and with all comms from the agent outbound-only on port 443, it is domain and network agnostic. If the device can see the Internet it can be securely managed and monitored with no network changes required.

We have designed and built CentraStage to scale seamlessly, on demand. So whether you are a small business with 100 devices, or a multi-national with 100,000, CentraStage solves the challenges presented by managing endpoints on any scale.

- Manage every device through a single platform - Windows, OSX, iOS, Android, and SNMP
- Scale seamlessly, from 1 device, to 100,000+
- Works securely over existing networks, giving you complete visibility of your estate, from servers and workstations, to laptops, tablets and smartphones
- Provides true unified endpoint management – audit, monitoring, management and support for all devices
- Powerful API delivers simple integration into existing business platforms, such as service desk and service management solutions
- Get on the front foot with endpoint management - monitor availability, capacity, and performance of every endpoint, and receive alerts when thresholds are breached
- Fully centralised patch management, to automate your OS and 3rd party patching needs
- Pre-built packages for over 140 commonly used applications and utilities
- Out of the box reporting on your IT delivery, including hardware and software inventory, licensing, monitoring events, response times, resource utilization, life cycle management and every aspect of your IT environment
- Powerful but simple to use scripting engine allows any IT management process to be packaged and automated in minutes

AUDIT

Hardware and software audit and inventory is still a major backbone of successful IT management. Many areas of configuration, organization and reporting are all driven by this core data. Too few organisations have real-time visibility of their assets, and what they are running.

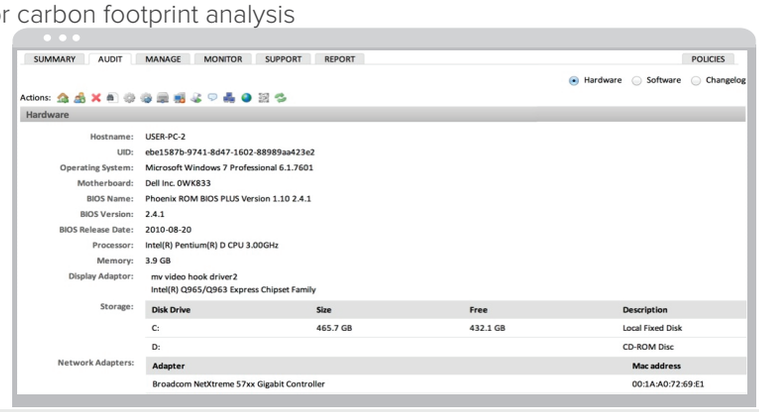
Managing hardware and software assets at a commercial level is just as important. This means being able to report on and make recommendations about hardware and software migration paths, that can be moved to the Cloud, where security is weak, where investment is required. It's all driven by data.

CentraStage provides a centralized view of all of your devices - not just hardware and software inventory, but other critical information such as patch and AV status. Any device, over any network.

By default CentraStage automatically refreshes the audit data every 24 hours, with manual updates available on demand, to minimize network traffic. Only the 'delta' audit information is submitted. Any change to the status of connected devices is automatically posted to the system irrespective of their location or connectivity, providing you with an updated asset/inventory database at all times. This information can be fed into your service desk Configuration Management Database (CMDB).

CentraStage Audit provides:

- Detailed audit of all devices running the CentraStage agent – Windows, Mac, Linux, Android, iOS
- Complete discovery of all IP devices on the network and detailed SNMP info
- Complete hardware and software inventory including, CPU, RAM, storage, motherboard and BIOS, graphics and network hardware and status, serial numbers in BIOS, OS versions and builds, detailed list of installed software, licensed software grouping and tracking
- Simple yet powerful filtering to identify and isolate devices according to specified criteria
- Patch and security status, including make versions and status of security software
- CPU, memory and uptime statistics for all machines including snapshot graphs
- Comprehensive change-log tracks system, software and hardware changes for every device
- Power usage and tracking for carbon footprint analysis



REMOTE SUPPORT

CentraStage offers powerful, flexible remote support, to any device over any network. Critically this is not just remote control – we provide a powerful array of tools to help our customers diagnose and resolve issues without automatically reverting to a remote control session. All remote support communications are fully secure and encrypted, and all traffic is outbound only on port 443, meaning no firewall/network changes are required.

There are no limits on the number of administrators, and all remote support activity is logged to provide a complete audit trail for security, compliance and service delivery metrics. Importantly, you can clearly define which of your support staff can access particular features.

Our remote support capability offers a board range of functionality:

- Remote command line access
- File transfer
- Remote Windows services management
- Task manager
- Event log viewer
- Registry editor
- Remote Screenshot
- Windows Remote takeover of background session using RDP
- Shared console remote support
- Optional Privacy Mode – end user acceptance of remote support session
- Support multiple devices at the same time in single remote control panel
- Quick jobs – execute ‘one click’ tasks on remote devices, from software install to device configuration tasks
- Wake On Lan – send a magic packet to any or all machines on a remote network
- End user IM chat during remote support sessions
- Device notes – record and optional force recording of what has been done during a remote support session
- Automatic logging of all remote support activity (user, device and duration)
- Remote support from mobile devices using administrator app

MONITORING

To truly get on the front foot with support, CentraStage believe in the value of proactively monitoring every endpoint – our policy-driven approach to monitoring makes applying and tracking monitoring across all of your endpoints quick and simple, and ensures you only get alerted about the things that matter. Monitor Policies covers all core aspects of endpoint monitoring, ensuring an extremely quick time to value when setting up monitoring.

- Self healing alerts close themselves once normal conditions return
- Automated remediation with built-in component integration
- Complete system or site visibility through integrated dashboards
- Advanced email mapping to customize outbound emails
- Built in ticket pass-through into either the internal or an external integrated ticketing system

Using a simple UI-guided process you can quickly build out the required monitors for your environment. The step-by-step guided approach makes configuration of even complex monitoring requirements simple, with:

- Device performance monitoring – online status, disk space, CPU, memory
- Graphs to display overall CPU, processor and disk usage
- Disk usage monitoring
- File/Folder size monitor to cover mass storage such as Exchange stores
- Windows service monitoring
- Windows process monitoring
- Windows event log monitoring – highly configurable to monitor event logs
- SNMP monitoring
- Customisable 'component' monitors – configurable monitors to suit your business
- Live dashboard showing all monitor alerts
- Configure alerts to trigger emails or tickets, or raise incidents in your service desk

Out of the box, ready to use Component Monitors mean the most common elements of monitoring are ready to go in minutes; you can also choose from the extensive list of additional monitors in the CentraStage ComStore.

Common Security and Backup Product monitoring:

Acronis Backup and Recovery, Attix5 Pro DL Backup, Avast Antivirus, Avira Antivirus, BackupAssist, Bullguard AV, Bunker Backup, CA Antivirus, eScan Antivirus, ESET Antivirus, Kaspersky Antivirus, MCafee Antivirus, MS Essentials, Norton Antivirus, Norton Internet Security, Norton Online Backup, Panda Antivirus, Sophos Antivirus, Symantec Antivirus, Symantec Backup Exec, Trend Micro AV, Vipre AV, Windows Server Backup

Core Monitoring Components:

CPU Temperature Monitor, Exchange Information Store file size, Exchange Message Queue length, HDD Failure Prediction, Start/Stopped Processes, Ping Monitor, Port Checker, Stopped Autostart Services, Reboot Required.

SOFTWARE DEPLOYMENT

CentraStage not only centralises the deployment of software, it also allows remote unattended installations and deployment to thousands of distributed devices; our smart 'local cache' capability ensures bandwidth utilisation is kept to a minimum even when deploying large files.

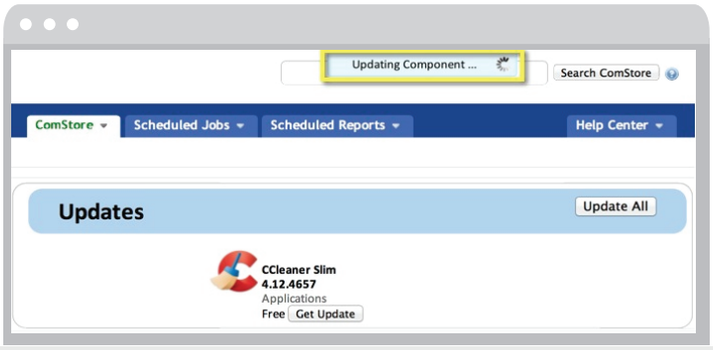
CentraStage deploys software on a scheduled or a one-off basis - the required software can be uploaded directly to your CentraStage account, and any required file(s) and associated commands added to the deployment Component. The deployment Job is then created, which can also contain installation parameters, designation of target devices and a scheduled time for the installation.

Crucially (when deploying software to remote and mobile devices), CentraStage provides not only a full feedback loop so you know what has succeeded (and what hasn't), but we also provide a powerful feature-set designed to maximise the success of software deployment in a distributed IT environment.

Deploy any type of file, from MSI packages, .exe, script and batch files, even pdfs, jpegs and video files.

- Deploy full applications, patches and updates.
- Advertise files to end users before executing.
- Acknowledgement of deployment success –see what has worked where, and identify exceptions for quick remediation.
- Deployment history, for reporting purposes across an entire organisation or department.
- 'Local cache' capability to limit bandwidth impact when deploying to remote sites/devices.
- Automate deployment schedules for out of hours updates or widespread rollouts.
- Pre-packaged software and scripts available from the CentraStage ComStore*, including but not limited to:
    - Installers and updates cover all of the most commonly used system add-ons such as Adobe Reader, Flash and Air, Java, Google Chrome, Firefox, .NET and IE
    - Well-known utilities and tools such as defragmentation, clean-up, productivity apps for video, writing and audio.
- Built-in updating for components at the touch of a button.

*Please note CentraStage does not offer a license for these products you must still obtain rights to use the software from the manufacturer



DEVICE MANAGEMENT

With the CentraStage agent installed under the system account, CentraStage provides administrators with a powerful device management capability of any online device. Often administrators can find themselves having to turn to Active Directory to try and deploy important changes and security updates across the network. However, what if your domain doesn't cover the entire organisation or machines are often not on the network? And what about non-windows devices? CentraStage gives complete control of devices irrespective of how your network is configured, how machines are distributed, or even what operating system they are running.

The agents are always securely connected to our cloud infrastructure, allowing administrators to schedule one-off or recurring Jobs from anywhere to anywhere. Even if a device is offline, you can configure CentraStage to perform the necessary tasks as soon as the device is once again online.

- Centralised, automated device configuration; deploy any setting change to hundreds or thousands of devices with no hardware and minimal network impact
- Deploy scripts, files and configuration tasks seamlessly across complex networks and any type of Internet connectivity
- Fully centralised and policy-based Windows patch management
  - Create organisation wide policies or group by types of system, even apply individual controls
  - Block deployment of patches to all or select machines to maintain compatibility
  - Use local caching to minimize impact of large rollouts
  - Control deployment schedules and reboots
  - Manually override and force patches on individual patch or machine basis
  - See lists of missing, installed and hidden patches and export data and reports for compliance
  - Create rules to control every aspect of identification and deployment of patches to targeted devices
- Power management policies to control core energy settings and measure cost savings
- Agent policies – control privacy, branding and settings of Agents being deployed

REPORTING

It is critical in IT that you have access to the right information at the right time, and managing end-points is no different. The assets you have, where they are, the condition they are in, what's being done to keep them secure, patched, stable and performing for the business – all of this is critical information when delivering an IT service. Unfortunately too few businesses seem to have this information at their fingertips when it comes to the devices they are responsible for.

Straight out of the box, CentraStage provides reports that cover all aspects of managing, monitoring and supporting devices - from overall system health, to activity levels, to identified exceptions, to detailed inventory and auditing information – all in real-time. This data is also available through our powerful API, for integration into other business systems such as service desk, or through simple CSV download.

Reporting allows delivery of:

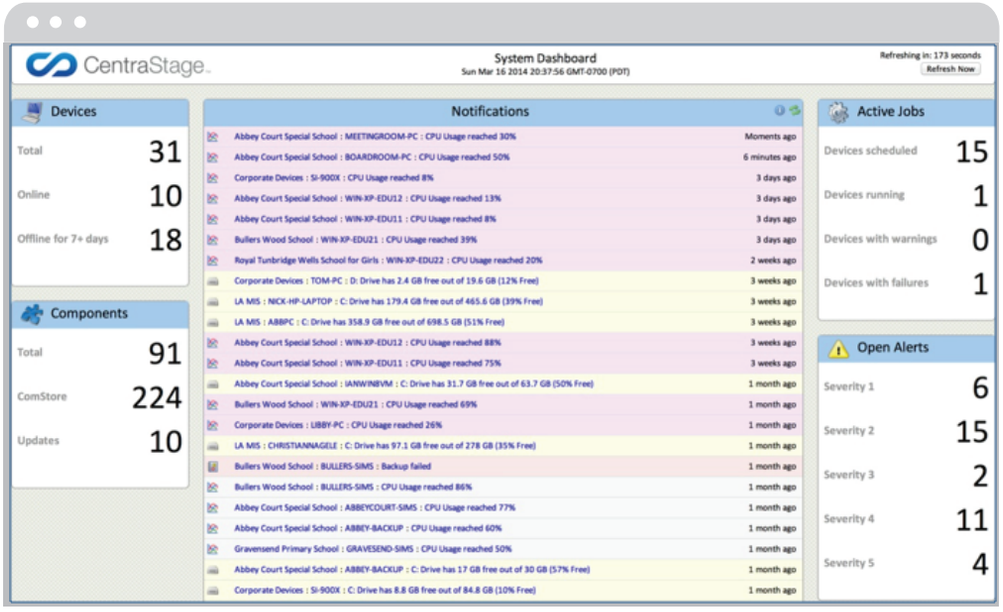
- Scheduled or one off reports to predefined recipients
- Detailed inventory reports, available at every level in the system
- Activity-based reports, highlighting every piece of work undertaken by the system and its users
- Detailed device capacity and performance statistics
- Exception reports, to highlight devices that are non-compliant
- Summary or detailed audit reports to plan for system roll outs
- High risk elements; highlights of service delivery
- Analysis of security systems and current status
- Detailed review of system updates and vulnerabilities
- Health Report provides detailed individual account of core services and system health

Reports ready to run out of the box include: 30 or 7 Day Activity Summary, 30 or 7 Day Alert Summary, 30 or 7 Day Executive Summary, Computer Summary, Health Summary, Detailed Computer Audit, Exception Report, Detailed Health Report, Inventory Age, Microsoft License, Monitor Alerts Report, Activity Report, Device Report, IP Information, Serial Numbers, Server Storage, Software and Hotfixes.

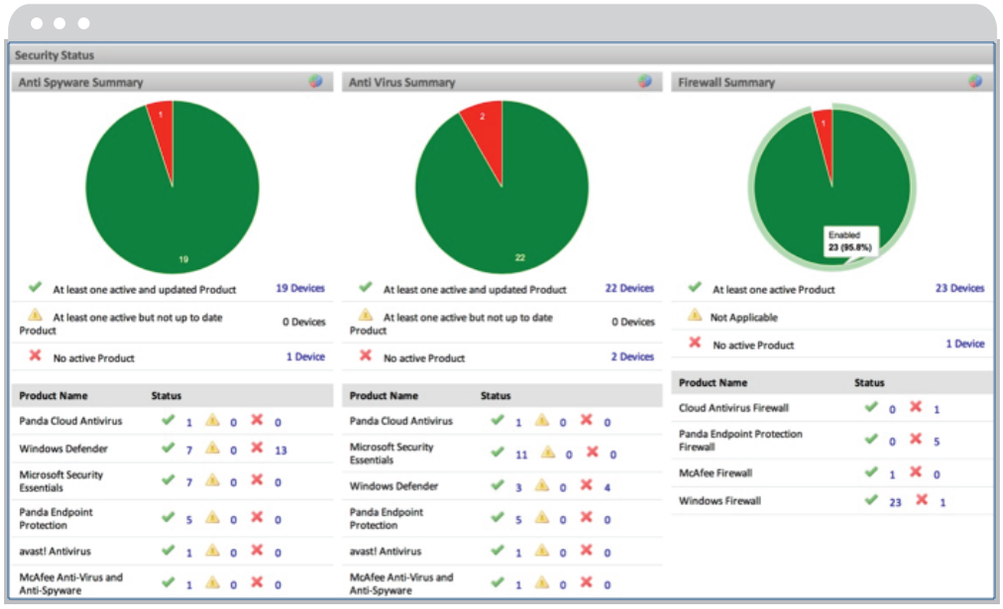
DASHBOARD

Real-time visibility of all systems, alerts and metrics ensures that all endpoints are functioning, and fulfilling their intended purpose. Being able to quickly identify where resources are required, to shore up service or critical breakpoints that could affect the business is key.

CentraStage provides built-in dashboards that make getting to the heart of those delivery factors efficient and effective. See a high level view of overall service delivery and quickly drill down into individual elements to tweak delivery, or correct service departures to keep things on track and within SLA.



System Dashboard provides Alerting and high level management status in a single pane


Security Status
Anti Spyware Summary
Anti Virus Summary
Firewall Summary
At least one active and updated Product 19 Devices
At least one active but not up to date Product 0 Devices
No active Product 1 Device
At least one active and updated Product 22 Devices
At least one active but not up to date Product 0 Devices
No active Product 2 Devices
At least one active Product 23 Devices
Not Applicable
No active Product 1 Device
Product Name Status
Panda Cloud Antivirus
Windows Defender
Microsoft Security Essentials
Panda Endpoint Protection
avast! Antivirus
McAfee Anti-Virus and Anti-Spyware
Cloud Antivirus Firewall
Panda Endpoint Protection Firewall
McAfee Firewall
Windows Firewall

Security Status dashboard gives complete visibility of all end point security across an entire estate

ARCHITECTURE

If you can't see it, stands to reason you can't manage it. Not only does CentraStage give you the deepest level of cloud based control over all your systems, it's also gives a detailed view of every aspect of all of the networks you manage, including every mobile device, switch, router and printer, even down to details like toner and paper levels.

By using a hybrid approach between agent and agentless technology, CentraStage provides a lightweight feel and yet powerful and robust connectivity and data collection processes, giving you the best of both worlds; low impact on systems and network, with maximum visibility and control.

ROLES & PERMISSIONS

A critical part of CentraStage is the ability to engage your wider IT team with the technology. No longer is endpoint management technology the preserve of the 'uber-administrators' who have been on the 3-week training course and who go to bed with the 400 page user manual. With CentraStage you can not only create unlimited numbers of administrators, but you can quickly and easily create custom roles in order to engage additional users in the system (with the relevant rights and permissions so that they only see what they should see, and they can only do what you want them to do).

Our flexible roles and permissions offer:

- Unlimited users per account
- Standard set of roles, plus create your own flexible custom roles
- Ability to apply multiple roles to individual users
- Quick and easy way to add, remove and amend users and roles
- Complete audit trail of all activity undertaken by all users

SECURE DNA

Top of mind today for every IT professional is security. Built on Amazon's Virtual Private Cloud (VPC) infrastructure, CentraStage has security at its core (see our separate Infrastructure and Security document). Our technology utilizes an enhanced strong password engine and Two Factor Authentication for system logins, and all internal authentication uses a One Time Password (OTP) process to ensure no passwords are ever stored beyond the life of a real-time process.

All communications through the fully web based UI and all management communications to client side systems are encrypted using Secure Socket Layer with 256 bit keys.

Any software downloaded for management uses a digitally signed installer and an approval process to give complete control over which devices are added to an account.

CONTACT US

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